

Rhombus Video Wall for Windows — FAQ

Frequently asked questions about the Rhombus Video Wall app for Windows. For step-by-step setup, see the [User Guide](#).

General

What is the Rhombus Video Wall app for Windows?

A downloadable app that turns a Windows PC and an attached display into a Rhombus Video Wall appliance. It shows the video walls you've configured in the Rhombus Console as full-screen grids of live camera streams, and it's designed to run unattended 24/7.

How is it different from the Apple TV app?

Functionally it's the same product: same activation flow, same walls, same overlays and rotation behavior. The Windows version adds appliance features Windows makes possible — in-app Kiosk Mode, auto-start into a chosen wall, a nightly restart window for updates, multi-monitor support, and GPU selection.

Do I need any extra license?

The app itself is a free download. It displays the video walls that already exist in your organization; cameras and walls are managed in the Rhombus Console as usual.

Where do walls get created and edited?

In the Rhombus Console. The Windows app is a viewer/appliance: it lists and displays your org's walls but doesn't create or edit them, and its layout, rotation strategy, and pinned cameras always mirror the Console configuration.

Installation and updates

Where do I download it?

From <https://downloads.rhombus.com> — download the `.appinstaller` file under Rhombus Video Wall (Windows) and open it. Windows App Installer installs the signed package; no administrator rights are needed.

What are the minimum system requirements?

Windows 10 1809 or later (Windows 11 Pro/IoT recommended for kiosks), a 64-bit CPU with hardware H.264 decoding (Intel Quick Sync in an N100/i3-class chip is plenty), and 8 GB RAM. Wired Gigabit Ethernet is recommended. A modest mini-PC drives a 16-camera 4×4 wall.

How do updates work?

Automatically. The app checks for new signed versions on launch and daily in the background, stages them, and applies them the next time the app restarts — normally the **Nightly Restart** (Settings, default 3:00 AM). You can also update on demand via **Settings** → **Software Update**. If Nightly Restart is Off, staged updates wait for the next restart, reboot, or manual update.

Can I roll a fleet back to an older version?

Yes — the update channel supports republishing an older version, and installed walls will move back to it on their next update check. Contact Rhombus support if you believe a version needs to be rolled back.

Activation

How do I activate the display?

Launch the app — it shows a five-character code. In the Rhombus Console, go to **Settings** → **API Management**, open the TV app activation section, and enter the code. The wall signs in by itself within a few seconds.

The code changed while I was entering it. Why?

Codes expire and regenerate every 10 minutes. Just enter the code currently on the screen.

Does each monitor need its own activation?

No — activation is per PC. All app instances on one machine share a single device identity, even when driving different walls on different monitors.

How do I deactivate a wall PC?

Settings → **Logout** on the device removes its credentials and erases all locally cached data. If the machine is lost or can't be accessed, revoke the device from the Rhombus Console instead.

Streaming and performance

Does video stream over the internet or my LAN?

Both, automatically. With **Connection** → **Auto** (the default) the app streams directly from each camera over your local network when it can reach it, and falls back to the Rhombus cloud relay when it can't. Tiles streaming locally can show a **LAN** badge.

What network access does the wall PC need?

Outbound HTTPS (443) to `api-mobile.rhombus.com`, `auth-mobile.rhombus.com`, `media-mobile.rhombus.com`, and `downloads.rhombus.com`, plus an outbound secure WebSocket to `ws.rhombus.com` on port 8443. For direct LAN streaming, the PC must be able to reach the cameras on your local network.

How many cameras can one wall show?

The app renders whatever grid the wall defines, including mixed tile sizes. A 4×4 wall (16 simultaneous live streams) is validated on entry-level hardware; the app automatically uses each camera's standard-resolution stream for small tiles and reserves high resolution for large tiles and full-screen view, which is what keeps big walls smooth on modest GPUs.

Why do small tiles look softer than the full-screen view?

By design. Small tiles use the camera's standard-resolution stream — at their rendered size the extra pixels of the high-resolution stream would be invisible but would still cost GPU decode capacity. Opening a camera full screen always uses the high-resolution stream. **Bandwidth** → **High** forces high resolution everywhere if you prefer.

What does the health border / spinner on a tile mean?

A spinner means the tile is connecting. The thin colored border reflects live stream health; a stream that stops flowing is rebuilt automatically and shows the camera's last snapshot in the meantime.

What does the Stream Latency overlay show?

How far behind real time each tile is. The wall buffers a little more on slow or jittery networks (smoother playback, slightly further behind live) and less on fast ones. Turn it on in Settings if you want to see the number per tile.

Kiosk and multiple displays

How do I make the wall survive reboots, crashes, and updates unattended?

Three switches: **Kiosk Mode** on (in-app — registers a watchdog that auto-starts and auto-restarts the app), **Auto-Start** with a chosen Startup Wall, and Windows auto sign-in for the kiosk account. With those set, power cycles, crashes, Windows Update reboots, and app updates all recover to the wall with nobody in the room.

Does Kiosk Mode need admin rights or IT tooling?

No — it registers a per-user Scheduled Task, no elevation required. For MDM/scripted rollouts, `rhombus-videowall.exe --enroll-kiosk` does the same thing headlessly.

Can one PC drive several monitors with different walls?

Yes. Run one instance per monitor, each with its own profile: `rhombus-videowall.exe --profile lobby --display 1`, `--profile dock --display 2`, etc. Each profile keeps its own settings and startup wall; they share the PC's single activation. Enable Kiosk Mode inside each instance to give each monitor its own watchdog.

Does the PC need settings changed to stop the screen from sleeping?

No — the app holds a display keep-awake while it runs. Just make sure disk/standby timers fit your site policy for always-on hardware.

Security

What does the app store on the PC, and is it protected?

Everything lives under the signed-in user's `%LOCALAPPDATA%\Rhombus\` folder. Credentials and stream-access URLs are encrypted with Windows DPAPI; the device's identity key is non-exportable, so the wall's identity can't be copied to another machine. Thumbnails are stored encrypted. Logs never contain credentials, tokens, or video.

What happens on Logout?

The device de-registers and sterilizes itself: credentials, the device certificate, all caches, and thumbnails are erased, and the app returns to the activation screen. On a multi-monitor PC this signs out every instance.

Troubleshooting

The wall shows a black or frozen tile.

Wait a minute — stalled streams rebuild themselves. If it persists, check the camera is online in the Console, then press **Ctrl+Shift+D** on the wall for the diagnostics panel (per-tile connectivity plus a live request log). If tiles only work with **Connection** → **WAN Only**, your network is blocking the PC from reaching cameras directly.

Playback is choppy.

Usually a decode-capacity issue: confirm the PC has hardware H.264 decoding and that **Bandwidth** is on **Auto** (High forces every tile to full resolution). On dual-GPU machines, try the **GPU** setting in Settings and restart the app.

How do I get logs to Rhombus support?

Settings → **Send Logs** uploads recent logs and crash reports directly. Include the app **Version** (shown in Settings) and, for stream issues, what **Ctrl+Shift+D** shows for the affected tiles.